

28 May 1998

DEFENSE INFORMATION SYSTEMS AGENCY
STATEMENT OF WORK
ADMINISTRATIVE AND SECURITY SERVICES

I. BACKGROUND

a. The Defense Information Systems Agency's (DISA) mission is to plan, engineer, develop, test, acquire, implement, operate, and maintain information systems for C3I and mission support under all conditions of peace and war.

b. The Agency organizations that carry out security management, access control, and other administrative functions are staffed at a low level. In this regard, a broad range of functions requiring automation and other capabilities, including day-to-day supervision of these functions, must be contracted. Since all support activities must remain constantly responsive, contractor personnel must be cross-trained and willing to work as a team to support Agency requirements.

II. SCOPE

a. The Contractor shall provide resources, including personnel and materials (unless otherwise specified herein), to be responsible for all aspects of the operation and maintenance of computerized systems designed to control personnel access, visitor control, and identification badge issue and accountability. In addition, the contractor shall staff a Central Monitoring Station, (Government Furnished Property (GFP)) that includes intrusion detection alarm monitoring; fire alarm monitoring; access control/alarm systems service coordination and closed circuit television (CCTV) monitoring.

b. The contractor shall perform security service functions at all locations listed in the SOW, to include reception, employee and visitor processing, ID Badge issue, intrusion alarm monitoring and response. This requires continuing contact with DISA employees, visitors, other contractors, etc. These contacts present the first impression of the Agency, and a professional, business-like atmosphere shall be maintained at all times.

c. The contractor shall perform other security related functions to include Entry/Exit Inspections, interior patrol of facilities, emergency security operations to include eVAcuation and security of an incident scene as directed in written operations plans.

28 May 1998/Statement of Work, Security/Administrative Services

d. The contractor shall conduct requirement analyses as required. Analyses may include proposed systems design and associated changes, transitional phases, workload projections, size, cost benefits, alternatives, and so forth, as specified by the Contracting Officer's Representative (COR). Analysis must include recommendations to support design, configuration or reconfiguration software capabilities, and staffing requirements. The Contractor shall compile full and complete information to insure the system is functional or determine if it requires modification.

III. PROJECT MANAGEMENT

a. The Contractor shall provide one (1) Project Manager to the DISA Contract. Office space shall be provided to the Project Manager at the Headquarters location. This individual shall act as the Liaison between DISA Management and the contractor, and shall have independent decision making authority, subject to requirements of the SOW.

b. The Contractor shall provide one (1) individual to serve as Deputy Project Manager for Systems Administration and Administrative support for the project.

c. The Project Manager shall be responsible for submission of monthly productivity reports to the COR, of all transactions, on a per-site basis.

d. The Project Manager shall ensure that required positions are staffed as required in the task identification data listed below.

e. Site Supervisors shall be identified to represent the Project Manager at all sites. The Government shall provide space at all sites, which is adequate to support the site requirements (i.e., badge making, processing employees, visitors, etc.).

28 May 1998/Statement of Work, Security/Administrative Services

IV. LOCATION OF OPERATIONS

The locations listed below are not all inclusive of DISA facilities in the Washington metropolitan area. The Government reserves the right to add or delete sites as required to meet the mission of DISA as stated in Section VIII below.

a. LOCATION 1: DISA Headquarters Compound, to provide access control of DISA HQ, Building 12, 24-hours per day/7 days per week (including holidays) unless otherwise stated herein. Access control points may be established in other buildings on the compound as required to control access to those buildings.

b. LOCATION 2: 5600 Columbia Pike, Falls Church, VA, to provide access control of the facility, 24-hours per day/7 days per week (including holidays) unless otherwise stated herein.

c. LOCATION 3: 11440 Isaac Newton Square, Reston, VA, to provide access control of the facility 24-hours per day/7 days per week (including holidays) unless otherwise stated herein.

d. LOCATION 4: 3701 North Fairfax Drive, Arlington, VA, to provide access control of the facility 24-hours per day/7 days per week (including holidays) unless otherwise stated herein.

d. LOCATION 5: 5113 Leesburg Pike, Suite 400, Falls Church, VA, to provide access control of the facility 24-hours per day/7 days per week (including holidays) unless otherwise stated herein. (*See VI.b. below).

f. LOCATION 6: 45335 Vintage Park Plaza, Sterling VA, to provide access control of the facility 24-hours per day/7 days per week (including holidays) unless otherwise stated herein.

g. LOCATION 7: 7676 Old Springhouse Road, McLean, VA, to provide access control of the facility 24-hours per day/7 days per week (including holidays) unless otherwise stated herein.

h. LOCATION 8: The Pentagon, Washington D.C., to provide access control of the facility 24-hours per day/7 days per week (including holidays) unless otherwise stated herein.

j. LOCATION 9: Park Ridge III, Reston, VA to provide access control of the facility 24-hours per day/7 days per week (including Holidays) unless otherwise stated herein.

28 May 1998/Statement of Work, Security/Administrative Services

V. SECURITY REQUIREMENTS:

a. Within 10 days after contract award, the Contractor shall provide the COR with a copy of their Facility Security Clearance (Top Secret), and verification of personal security clearances (Secret minimum) of personnel assigned to the project.

b. ADP levels I and II are applicable.

c. DD Form 254, Contract Security Classification Specification is provided.

VI. OTHER REQUIREMENTS

a. Uniforms: All Contractor personnel shall, while on duty be in the proper, complete uniform as stated below. Uniforms shall be the responsibility of the Contractor.

(1) Navy blue, uniform style blazer with Gov=t
furnished identification badge and fob (male/female)

(2) Light gray, uniform style slacks (male/female)

(3) Solid white uniform style shirt/blouse
(male/female)

(4) Navy blue or black necktie (male/female)

(5) Female employees may opt for a light gray uniform
style skirt in lieu of slacks.

(6) Appropriate footwear (no athletic shoes), brown or
black in color (male/female)

(7) Personal Appearance: All Contractor personnel
shall maintain a business-like appearance while on duty.

b. The contractor shall be licensed in accordance with Virginia Administrative Code Title 6., Criminal Justice and Corrections.

c. The Government reserves the right to direct the contractor to remove their personnel from the DISA project if:

- (1) Written notice of bonafide complaint on a Contractor employee is received by the COR. The complaint shall be provided to the Project Manager by the COR for action.

28 May 1998/Statement of Work, Security/Administrative Services

- (2) A report of action taken shall be provided to the COR by the Project Manager.

VII. Level of Effort.

The Government reserves the right to increase or decrease level of effort at any location to meet the needs of the Agency. When possible, the Contractor shall be given a minimum of 30 days notice prior to activation/deactivation of a site.

a. When possible, 24 hour notice will be given to the Project Manager by the COR for temporary increase in the level of effort.

b. In emergency situations, the Contractor shall assist the Security Division to implement Emergency Security Operations (ESO) as stated in the ESO Plan.

c. Assistance will consist of securing perimeters, assistance in eVAcuation, and other non-technical operations. This assistance could require that additional staffing occur on a short notice basis.

The following table illustrates minimum staffing requirements for each site. These staffing levels are subject to change in accordance with Section VIII above.

	LOC 1	LOC 2	LOC 3	LOC 4	LOC 5	LOC 6	LOC 7	LOC 8	LOC 9
Monitor	48/17520	48/17520	48/17520	48/17520	48/17520	48/17520	48/17520	48/17520	48/17520
Reception	12/3000*								
Other	9/4440*	16/4000*				12/3000*			12/3000*

(Staff Hours Per Day/Total Staff hours per year)

(* Monday through Friday, Less Holidays)

VIII. Task Descriptions.

TASK 1 SECURITY SERVICES PROCESSING CENTER (SSPC)

The operational functions of the SSPC shall include but not be limited to the following: (Routine employee processing shall be accomplished between 0700 and 1600 hours, Monday through Friday (excluding holidays))

1.1 In/out processing of DISA Employees, detailees, contractors, or other authorized individuals, and provide photo ID Badges. Electronic access keys for special areas shall be provided when required.

28 May 1998/Statement of Work, Security/Administrative Services

1.2 Record and issue DOD Vehicle Registration Decals to DISA employees, contractors, or other authorized personnel requiring DOD Vehicle Registration.

1.3 Receive and process incoming Visit Authorization Requests (VAR) from other Gov't Agencies, Contractors, Consultants, etc., through use of computer system. Verifies sponsor data, and if necessary, forwards to sponsor for VALidation.

1.4 Record and issue to employees, detailees, contractors, or other authorized personnel, replacement badges in the event of loss, name change, upgrade, etc.

1.5 Answers inquiries which are routine in nature, and/or refers inquiry to appropriate security office staff member resolves most problems independently.

1.6 Maintains automated, daily listing of scheduled visitors, compiled from requests received from the Protocol Officer, meeting sponsors, or other DISA employees. Also coordinates visitor parking as requested and provides schedule to the main gate on a daily basis (Site 1 only).

1.7 Performs data entry, updates existing records, makes reports of employees and visitor badge holders. Maintains inventories of badge blanks, film, and associated supplies, and notifies the COR when replacements are needed.

1.8 Processes requests for a VARIety of identification badges, cards, and/or clearance verification. Authenticates required information, obtains authorized signature, and returns or issues the documents to the requester.

1.9 Other tasks as specified in written instructions and site specific Standard Operating Procedures.

1.10 Receive and submit telephonic notifications of visits to other Government Agencies for DISA employees, and detailees.

1.11 Maintain inventory of vehicle registration decals, keys, etc.

28 May 1998/Statement of Work, Security/Administrative Services

TASK 2
RECEPTION DESK/ACCESS CONTROL POINT

2.1 Reception desk operations are as follows:

2.1.a. Headquarters (Location 1)

(1) Lobby, Bldg 12: 0600-1800/Mon-Fri/Weekends & Holidays excluded) unless otherwise stated in the written instructions and Standard Operating Procedures. (1 individual)

(2) Other locations on the HQs Compound shall be staffed 0730-1600/Mon-Fri/Weekends & Holidays excluded) as required. (1 individual per post)

2.1.b. At all other locations the reception desk is also the primary guard station. This post shall be staffed 24-hours/ 7 days per week or as otherwise stated in the written instructions and Standard Operating Procedures. (2 individuals)

2.2 Reception Procedures:

2.2.a. Provide information and assistance to visitors and/or meeting attendees as requested, to include phone numbers, calling for escorts, etc. Some data entry may be required.

2.2.b. Account for visitor badges at each shift change and take steps to recover unaccounted for badges.

2.2.c. Other tasks as specified in written instructions and site specific Standard Operating Procedures.

TASK 3 Security Systems Monitor

3.1 The contractor shall operate a Central Monitoring Station (CMS), at all locations. The post shall be staffed 24-hours/7 days per week.

3.2 Monitor alarm, access control, closed circuit television (CCTV) systems.

3.3 Record all openings/ closing of alarmed facilities under surveillance by alarm systems.

28 May 1998/Statement of Work, Security/Administrative Services

3.4 Maintain strict accountability of any keys assigned and record issue and receipt of all keys assigned. Inventory of all keys shall be conducted at each shift change, and the inventory shall be reconciled.

3.5 Make notifications of incidents per written instructions (i.e., reports of fire, thefts, Vandalism, etc.).

3.6 Maintain an automated, daily log of activities. The log shall be chronological listing of activities and incidents occurring during a 24-hour period. The log shall be opened at 0001 hours, and closed at 2400 hours daily. The log shall contain unannounced activations, malfunctions, access control system malfunctions, or other incidents related to the security of the facility.

3.7 Other tasks as specified in written instructions and site specific Standard Operating Procedures.

TASK 4 ADMINISTRATION

4.1 (Location 1 only) Receive trouble calls from field locations, and make repair notifications as stated in the post instructions.

4.2 Conduct building safety/security checks during non-duty

hours, and report violations as required.

4.3 Insure strict accountability is maintained of all Government equipment and supplies assigned to the contractor's control.

4.4 Provide system administration support for access control and other security systems as required.

4.6 Other tasks as specified in written instructions and site specific Standard Operating Procedures.